U.S. AIR FORCE ENVIRONMENT OF CARE® PERFORMANCE MONITORING

Susan B. McLaughlin

SBM CONSULTING, LTD.

Barrington, Illinois

JCAHO STANDARD

- EC.9.10 (4): The organization establishes and implements a process(es) for ongoing monitoring of actual or potential risk(s) in each of the environment of care management plans.
  - Formerly an intent statement in each management plan
  - Formerly itemized areas that could be considered for monitoring

ONGOING MONITORING

- Continuous process
- No frequency implications

ACTUAL OR POTENTIAL RISK

- Problematic areas
- Areas to improve
- Not things that are being done well
- Not regulatory compliance
- Does not have to be resolved at time of survey

IN EACH EC PLAN

- At least one monitor for each plan
- Minimum standard

JCAHO STANDARD

- EC.9.20 (8): A recommendation for one or more PI activities is communicated at least annually to the organization's leaders based on the ongoing performance monitoring of the environment of care management plans.
  - Formerly in EC.4.2

EOC COMMITTEE ROLE

- Analyze monitors
- Prioritization
- At least one PI recommendation annually

LEADERSHIP ROLE

- Prioritize and evaluate EC performance improvement recommendation with all of the other recommendations
- EC recommendation may or may not be implemented

LEADERSHIP DECISION

- If the EC recommendation is not implemented:
  - The surveyor will use judgement as to the prioritization
  - If the surveyor disagrees with the decision, the recommendation will be made at Leadership, NOT Environment of Care

PERFORMANCE MONITORING SUMMARY

- At least one performance monitor is measured in each EC area
- Data from all monitors are evaluated in the EOC Committee.
- At least one recommendation made annually to leadership for a performance improvement activity in the Environment of Care

MONITOR SELECTION

- As many as necessary to effectively monitor performance
- Availability of data
- Monitors that will truly help identify areas for improvement

DATA AND MEASUREMENTS

- Consider data source in monitor selection
- Frequency is dependent on monitor
- Targets
- Benchmarks
- Trending
- Sample size
  - Staff knowledge
  - 95% confidence

SAFETY MONITORS

- Staff knowledge of safety reporting
- Number of incident reports
- Time to correct hazard surveillance deficiencies
- EOC Committee attendance
- EOC Committee time to resolve issues

SECURITY MONITORS

- Staff in security sensitive areas identify access and egress controls
- Track specific type of incident(s)

HAZMAT MONITORS

- Staff location of MSDS
- Staff explain spill clean up
- Inappropriately labeled hazmat

EMERGENCY MANAGEMENT MONITORS

- Staff knowledge of role
- Outdated items in treatment areas
- Response and response time for staff recalls

FIRE SAFETY MONITORS

- Staff knowledge of role
- Nuisance alarms
- Fire drill ratings

MEDICAL EQUIPMENT MONITORS

- Devices without initial inspection
- Devices awaiting repair
- Age of work orders
- Unable to locate equipment

UTILITIES MONITORS

- Role in utility system failure
- Unscheduled outages

RECOMMENDATIONS

- Implement small, inexpensive improvements as you go along
- Obtain documentation from leadership concerning implementation decision
- Use monitoring data as the backbone for annual evaluation

PERFORMANCE MONITORING TOOL

- Excel-based
- Data entry
- Choice of frequency
- Choice of graph